

WHAT IS CLAIMED IS:

1. A method for maintaining Voice Over Internet Protocol (VoIP) custom services, comprising:

providing a first pointer, the first pointer directing a terminal unit to  
5 access a first Internet server;

providing a backup pointer, the backup pointer directing the terminal unit to access a corresponding backup Internet server;

accessing the first Internet server; and

upon system failure, automatically accessing the backup Internet  
10 server.

2. The method of Claim 1, wherein the pointers comprise uniform resource locators (URLs).

15 3. The method of Claim 1, wherein the system failure comprises a first Internet server time-out error.

4. The method of Claim 1, wherein a first call manager is configured to operate the first Internet server; and  
20 the system failure comprises a first call manager failure.

5. The method of Claim 4, further comprising pushing the backup pointer to the terminal unit upon the system failure.

25 6. The method of Claim 4, wherein a backup call manager is configured to operate a corresponding backup Internet server, further comprising, upon system failure, automatically rehomeing to the backup call manager.

30 7. The method of Claim 6, further comprising providing a plurality of backup pointers, each backup pointer directing the terminal unit to access a corresponding backup Internet server.

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8. The method of Claim 7, further comprising automatically accessing a backup call manager upon the system failure.

9. The method of Claim 4, further comprising sending periodic keep-alive  
5 messages between the terminal unit and the first call manager.

10. The method of Claim 9, wherein the system failure comprises a keep-alive failure.

10 11. The method of Claim 9, wherein the keep-alive messages include the backup pointer.

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12. A system for maintaining VoIP custom services, comprising:  
a means for providing a first pointer, the first pointer directing a  
terminal unit to access a first Internet server;  
a means for providing a backup pointer, the backup pointer directing  
5 the terminal unit to access a corresponding backup Internet server;  
a means for accessing the first Internet server; and  
upon system failure, a means for automatically accessing the backup  
Internet server.

10 13. The system of Claim 12, wherein the pointers comprise uniform  
resource locators (URLs).

14. The system of Claim 12, wherein the system failure comprises a first  
Internet server time-out error.

15 15. The system of Claim 12, wherein a first call manager is configured to  
operate the first Internet server; and  
the system failure comprises a first call manager failure.

20 16. The system of Claim 15, further comprising a means for pushing the  
backup pointer to the terminal unit upon the system failure.

25 17. The system of Claim 15, wherein a backup call manager is configured  
to operate a corresponding backup Internet server, further comprising, a means for  
automatically rehoming to the backup call manager upon system failure.

30 18. The system of Claim 17, further comprising a means for providing a  
plurality of backup pointers, each directing the terminal unit to access a corresponding  
backup Internet server.

19. The system of Claim 18, further comprising a means for automatically  
accessing a backup call manager upon the system failure.

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20. The system of Claim 15, further comprising a means for sending periodic keep-alive messages between the terminal unit and the first call manager.

5 21. The system of Claim 20, wherein the system failure comprises a keep-alive failure.

22. The system of Claim 20, wherein the keep-alive messages include a backup pointer.

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23. A system, comprising:  
logic embedded on a computer-readable medium; and  
the logic operable to provide a first pointer, the first pointer directing a  
terminal unit to access a first Internet server; provide a backup pointers, the backup  
5 pointer directing the terminal unit to access a corresponding backup Internet server;  
access the first Internet server; and upon system failure, automatically access the  
backup Internet server.

24. The system of Claim 23, wherein the pointers comprise uniform  
10 resource locators (URLs).

25. The system of Claim 23, wherein the system failure comprises a first  
Internet server time-out error.

26. The system of Claim 23, wherein a first call manager is configured to  
15 operate the first Internet server; and  
the system failure comprises a first call manager failure.

27. The system of Claim 26, the logic further operable to push the backup  
20 pointer to the terminal unit upon the system failure.

28. The system of Claim 26, wherein a backup call manager is configured  
to operate a corresponding backup Internet server, the logic further operable to  
automatically rehome to the backup call manager upon system failure.

29. The system of Claim 28, the logic further operable to provide a  
plurality of backup pointers, each directing the terminal unit to access a corresponding  
backup Internet server.

30. The system of Claim 29, the logic further operable to automatically  
access a backup call manager upon the system failure.

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31. The system of Claim 26, the logic further operable to send periodic keep-alive messages between the terminal unit and the first call manager.

32. The system of Claim 31, wherein the system failure comprises a keep-  
5 alive failure.

33. The system of Claim 31, wherein the keep-alive messages include the backup pointer.

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34. A method for maintaining VoIP custom services, comprising:  
providing a plurality of call managers, each including an Internet  
server for providing services for a number of telephony devices;  
monitoring resource usage by the telephony devices of the Internet  
5 servers;  
detecting a load imbalance between the Internet servers; and  
directing a terminal unit of a subset of telephony devices to shift from  
an overloaded Internet server to an underloaded Internet server in response to at least  
the load imbalance.

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35. The method of Claim 34, wherein the terminal units are directed by  
changing the sequence of pointers in a list of pointers.

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